

Department of Executive Services

Performance Measures Baseline 2000-2002

MEASURE DESCRIPTION	Year-end 2000	Year-end 2001	Year-end 2002
% of 911 calls answered within 10 seconds each hour	99.92%	99.89%	99.92%
% of animals released from shelter compared to total shelter population	54.7%	53.69%	52.6%
Bond rating for Unlimited General Obligation Bonds (Moody's/S&P)	Aaa/AA+	Aaa/AA+	Aaa/AA+
Bond rating for limited General Obligation Bonds (Moody's/S&P)	Aa1/AA+	Aa1/AA+	Aa1/AA+
Investment distribution rate compared to benchmark (Washington State investment pool)	County: 6.36% State: 6.30%	County: 5.56% State: 4.28%	County: 3.8% State: 1.85%
% of voters who vote absentee in all elections	65.83%	70.80%	77.83%
% of absentee ballots mailed within statutory time requirements	New Measure for 2003		

Department of Executive Services

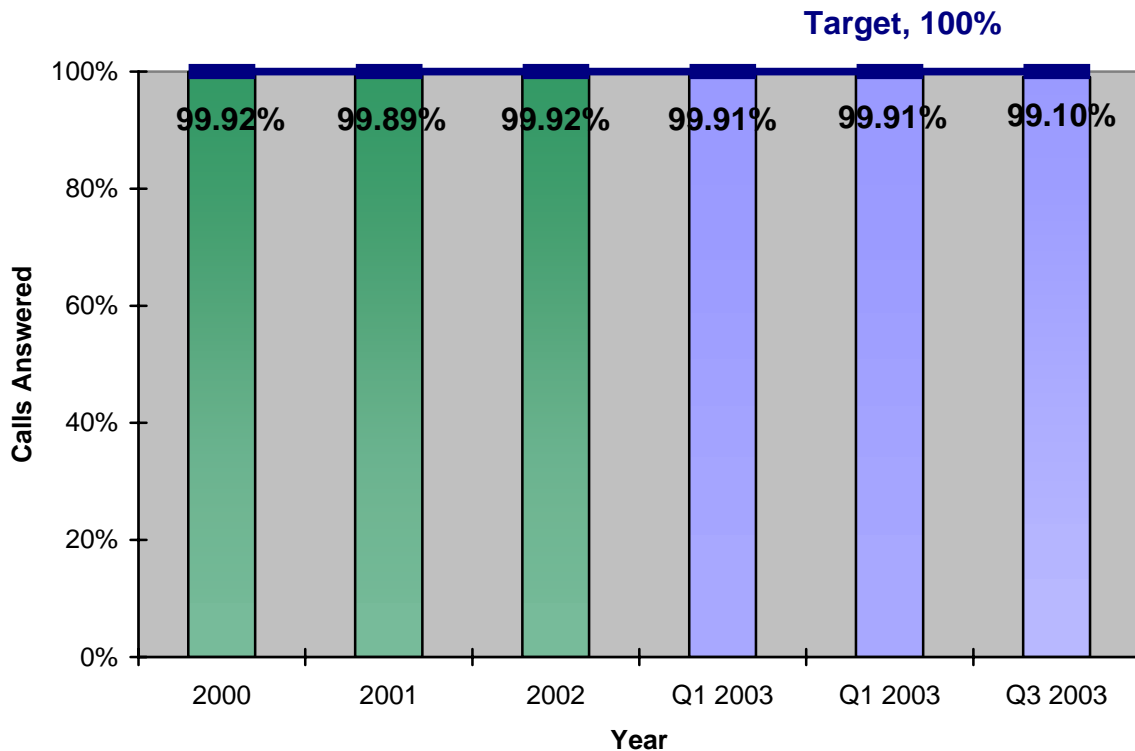
Performance Measures 2003 Data

MEASURE DESCRIPTION	1 st Quarter 2003	2 nd Quarter 2003	3 rd Quarter 2003	2003 Annual Target
% of 911 calls answered within 10 seconds each hour	99.91%	99.91%	99.91%	100%
% of animals released from shelter compared to total shelter population	52.4%	45.33%	46.4%	N/A ¹
Bond rating for Unlimited General Obligation Bonds (Moody's/S&P)	Aaa/AA+	Aaa/AA+	Aaa/AA+	Aaa/AA+
Bond rating for limited General Obligation Bonds (Moody's/S&P)	Aaa/AA+	Aaa/AA+	Aaa/AA+	Aaa/AA+
Investment distribution rate compared to benchmark (Washington State investment pool)	Measured Annually			N/A
% of voters who vote absentee in all elections	87%	87%	81.6%	N/A
% of absentee ballots mailed within statutory time requirements	100%	99.78%	99.86%	100%

¹ Measures designated as having no target generally involve an activity or outcome that is affected or influenced by external factors outside of the department's control. This typically includes INPUT measures related to the demand for a service, and other activities that depend upon some initiating action from the public/customer/constituent.

Department of Executive Services

Measure: Percent of 911 calls answered within 10 seconds each hour



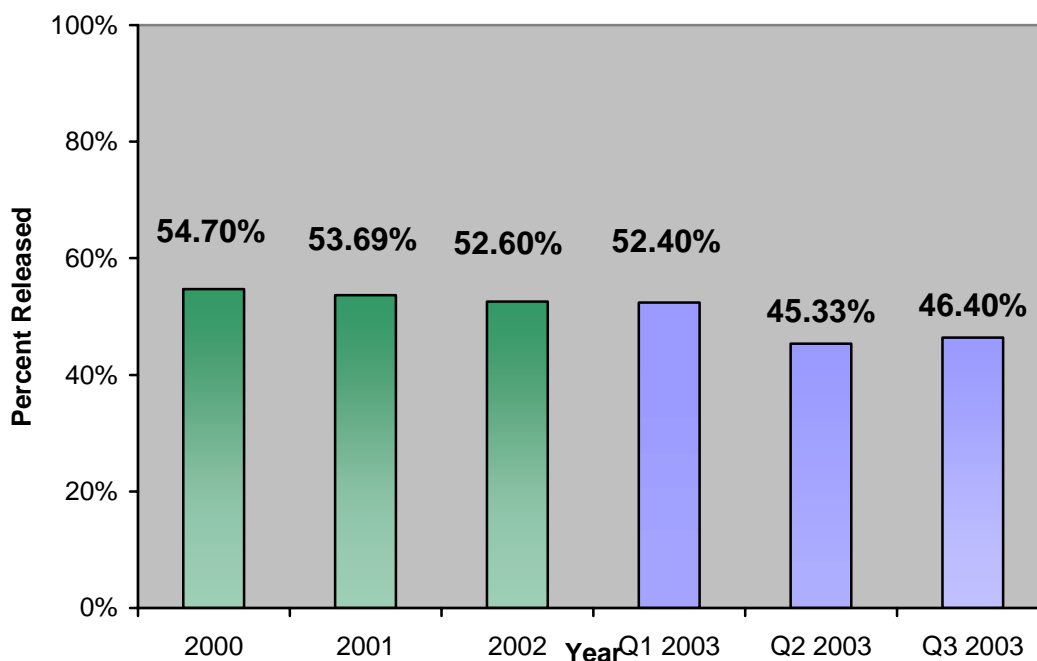
What does this measure tell us?

All Public Safety Answering Points (PSAPs) within King County have set 100% as the standard for answering 911 calls within 10 seconds for each hour of the day. The closer that all agencies come to achieving this target, the higher the probability for citizens in need to receive help in a timely manner. This is an achievable target, but is affected by many variables outside of agency control. Staffing levels and call surges are two events that can impact this target.

Goal being measured: Manage capital, human, information and technology resources to improve services and information sharing.

Department of Executive Services

Measure: Percent of animals released from shelter compared to total shelter population



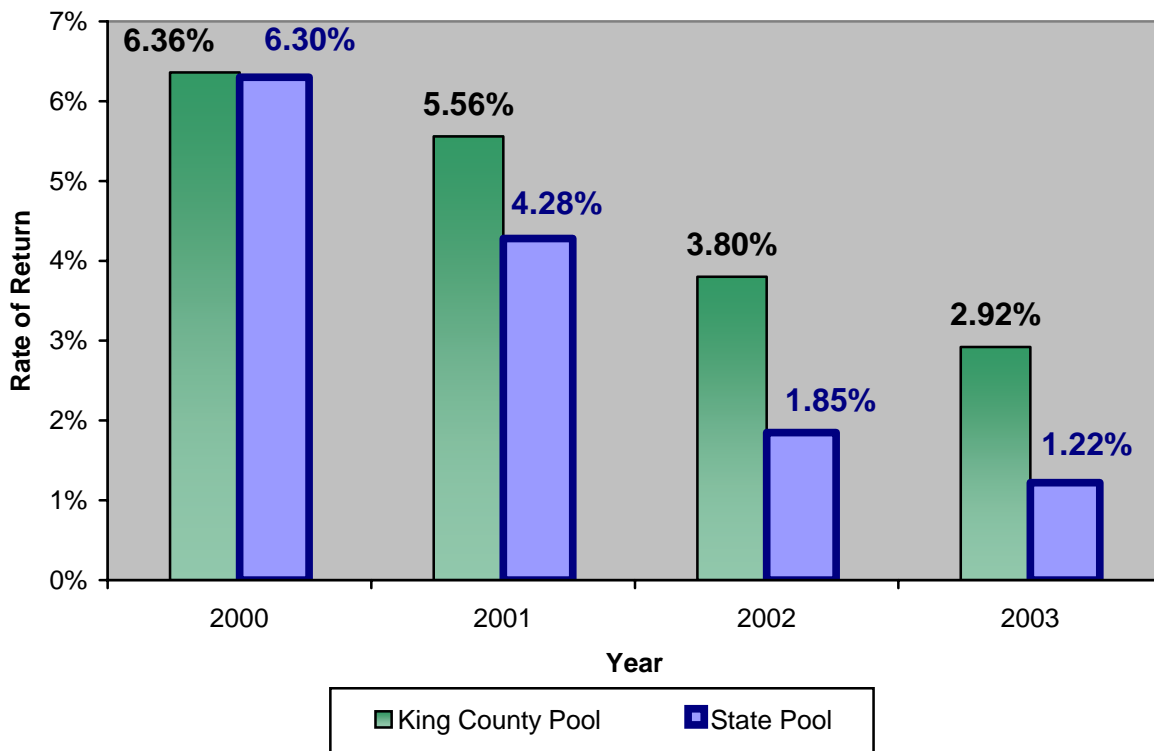
What does this measure tell us?

This measure tells us how many animals are redeemed and/or adopted compared to the total number of animals handled. Redemptions are increased by our licensing and micro-chipping programs and efforts; adoptions are increased by effective public information efforts and making suitable matches. Since 1990, when euthanasia rates were first reported, there has been a steady increase in the number of animals leaving the shelter alive. In 1990, 19.34% of animals left the shelter alive. By 2000, that number had peaked at 54.70%. The number has since flattened out, as an increasing percentage of the animals are un-adoptable.

Goal being measured: Manage capital, human, information and technology resources to improve services and information sharing.

Department of Executive Services

Measure: Investment distribution rate compared to benchmark (Washington State investment pool)



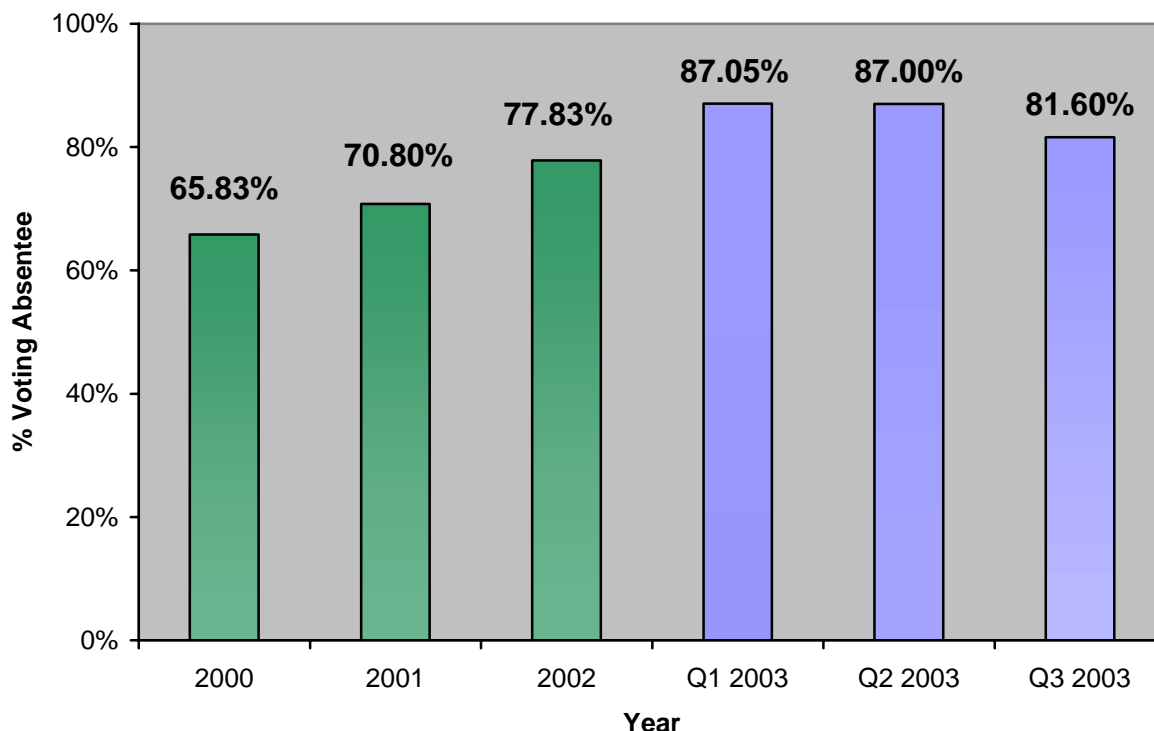
What does this measure tell us?

This measure is collected annually and indicates how the county's investment earnings compare to an investment pool managed by the Washington State Treasurer's Office. It demonstrates whether the county is exercising a high level of financial responsibility in managing the public funds entrusted to our care. The state pool operations like a money market fund, while the county pool operates like a short-duration bond fund. Because of this difference, the county pool should perform better than the state pool in period where interest rates are stable or falling, but the county's performance may lag during periods of rising rates.

Goal being measured: Exercise responsible stewardship of county resources.

Department of Executive Services

Measure: Percent of voters who vote absentee in all elections



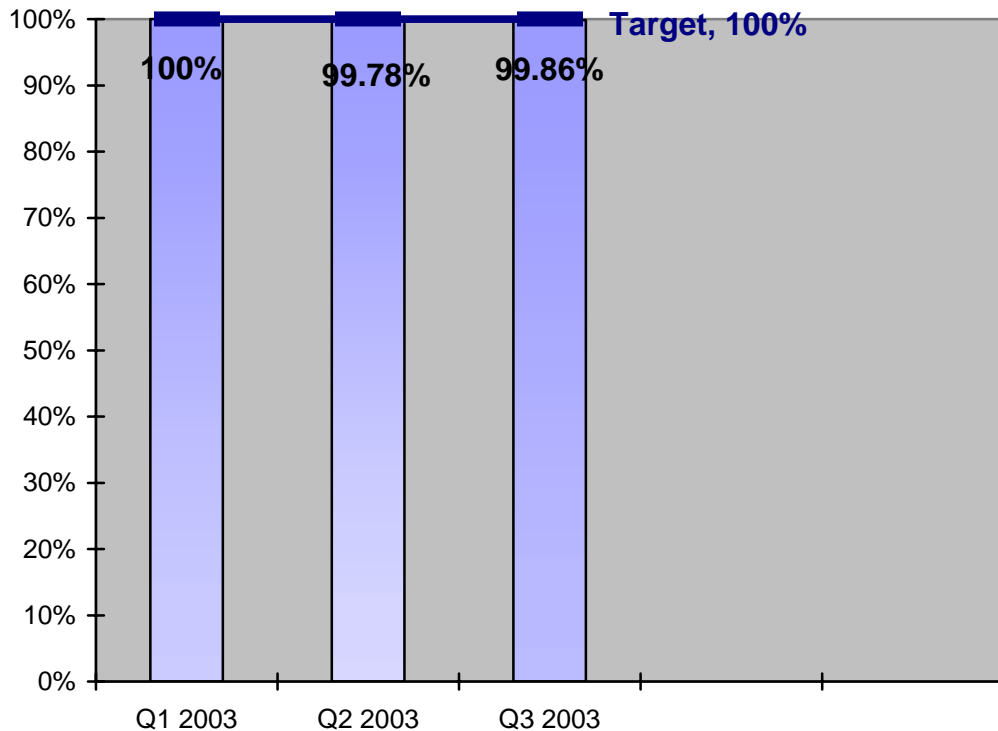
What does this measure tell us?

This measure gives us an average percentage of voters who cast their vote using absentee ballots instead of going to the polls. The trend demonstrates that each year, a larger number of citizens are choosing to vote absentee. The Elections Division uses this number for planning purposes to anticipate and respond to the increased demand for absentee ballots.

Goal being measured: Identify and meet changing customer requirements.

Department of Executive Services

Measure: Percent of ballots mailed within statutory time requirements



What does this measure tell us?

This measure indicates whether we have met the Washington State requirement set forth in Senate Bill 5218 (effective July 2003) to have absentee ballots in the mail at least 18 days prior to a primary or election. In the May 2003 election, 1,822 vote-by-mail ballots were not mailed within the 18-day requirement due to a data extract error. Measures have been put in place to track and balance absentee and vote-by-mail ballot numbers at each stage starting with the data extract and ending with ballot insertion and mailing to address the issue.

Goal being measured: Manage capital, human, information and technology resources to improve services and information sharing.